Big Brothers Big Sisters

Little Moments. Big Magic.™

JOB DESCRIPTION

Position Title: **Service Delivery Specialist 1**	**Job Code:**	**Overtime Status:** **Exempt**
Department: Mentoring Programs	**Location:**	
Reports To: **Director of Mentoring Programs**	**Number of People Supervised: 0**	

POSITION PURPOSE

1) To ensure that volunteers and children are appropriately enrolled and matched while demonstrating a high degree of independent judgment when utilizing BBBS standards and practices. A high level of customer service, focusing on volunteer options and child safety, is to be demonstrated throughout the volunteer and child enrollment and matching process.

2) To provide match support to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of volunteers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Ensure Child Safety: Demonstrate a high level of proficiency and skill in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families.

Volunteer Enrollment: Assess volunteer "fit" with BBBS. Conduct volunteer enrollments, including: individual orientations, interviews, and completion of any other enrollment processes. Assess the necessity of home visits and complete as indicated. Conduct reassessments as needed.

Child Enrollment: Conduct client enrollments including parent/child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed. Conduct reassessments as needed.

Assessment: Provide comprehensive assessments and match support recommendations for volunteer and child participation in the program based upon assessments of each individual.

Matching: Review all enrollment information and assessments and make matching recommendations. Assess and apply factors contributing to a successful match. Effectively align volunteer interests and qualifications with service options of agency. Consult with other service delivery staff and/or supervisor as appropriate. Determine matches and facilitate match meetings. Accommodate volunteer and family schedules.

Volunteer Training: Assess and provide for individual training needs, information and support needs for each match participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer.

Match Support - Individual: Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Real and/or potential problems and barriers are identified, addressed and resolved as early as possible. Match support is provided and case notes documented on a frequency according to BBBS Standards, at a minimum.

Match Support – Group: Develop, promote and implement and supervise group match activities to support ongoing volunteer involvement with the child and agency affiliation through individualized recognition, annual events, and reengagement strategies.

Evaluation: Conduct evaluation surveys in a timely manner consistent with BBBSA guidance.

Match Closure: Conduct exit interview by phone or in person with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates prematurely or unexpectedly refer exit interview to supervisor for third party assessment.

Documentation: To ensure quality services and measurable outcomes, maintain accurate and timely records for each individual match in AIM according to BBBSA standards. Ensure that documentation of enrollment assessments and case notes are accurate, complete, concise, and clearly communicate key information.

Fund Development: Share with development and/or marketing staff potential community partnership as discovered through volunteers', parents', employers, and affiliations. Identify and promote re-engagement of volunteers as Bigs, board members, and donors in other volunteer capacities.

Collaboration: High degree of respectful communication, cooperation and negotiation with other service delivery staff, school, corporate and site based program liaisons.

Integrity/Ethics: Deals with others in a straightforward and honest manner. Is accountable for actions, maintains confidentiality, supports Agency values and exhibits a positive attitude with all staff, as well as internal and external customers.

Performance Measures:

1. Match Support Contact Completion: 80%, 60% OT
2. 3 Month Volunteer SOR Completion: 65% or higher
3. YOS Follow-up Survey Completion: 65% or higher
4. Cover at least 6 agency match activities or fundraisers per year (does not include Benefit Dinner or Bowl for Kids' Sake events)
5. Submit a minimum of 4 match support or enrollment stories per year for Communications Dept.
6. Interview assessments written (pending background checks and references) within 4 business days after interview
7. Volunteer and child files RTBM within 48 business hours of completion of references, background checks, and counselor releases.
8. Reassessment of RTBM children by phone every 6 months, and in-person every 12 months (as indicated based on changes in child's living/family situation or changes in behavior)
9. Identify 2 presentation opportunities for Match Makers
10. Form 1 team for BFKS (virtual or participating)
11. Other duties as assigned

EDUCATION& RELATED WORK EXPERIENCE

Education Level:
(minimum & preferred educational requirements necessary to perform this job successfully)

Minimum Bachelors degree in social services, human resources or related field***.***

Years of Related Work Experience :
(minimum & preferred related work experience necessary perform this job successfully)

Experience working with both diverse child and adult populations; specific assessment, intake or interview experience preferred. Must have car, valid driver's license, and meet state required automobile insurance minimums.

SKILLS AND KNOWLEDGE		
	Required	**Preferred**
Proficiency in Microsoft Office; including Word, Outlook, and Excel	**X**	
Excellent oral and written communication skills	**X**	
Excellent interpersonal skills	**X**	
High level interviewing skills	**X**	
High level assessment and problem solving skills	**X**	
Ability to relate well in multicultural environments	**X**	
Ability to maintain confidentiality throughout daily operations	**X**	
Ability to effectively collaborate with other staff	**X**	
Ability to use time effectively	**X**	
Ability to focus on details	**X**	
Knowledge of child development, family dynamics and positive youth development best practices		**X**
Knowledge of volunteer management best practices		**X**
Knowledge of youth protection best practices		**X**
Ability to collect meaningful data and draw solid conclusions		**X**

TRAVEL REQUIREMENTS: 25-50% OF TOTAL WORK TIME	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS **(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)**
Routine office environment. Flexible work hours to meet customer needs. Evening hours required regularly. When home visits are indicated, must travel to local communities and neighborhoods.

Core Competencies	High Performance Indicators
Problem Solving & Analysis	Able to gather appropriate data and diagnose a situation before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action. Addresses conflicts from a positive, problem solving perspective.
Valuing Diversity	Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.
Resilience & Flexibility	Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high productivity in stressful situations; maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous.

Communication Verbal and Written	Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others. Translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
Decisiveness & Judgment	Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and take action, even in non-routine situations; consider impact of various options when making decisions; use good judgment in deciding whether to make a decision or consult with supervisor; use an awareness of formal and informal decision-making channels to achieve desired results.
Gets Results	Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; do everything possible to meet goals and deadlines; persist in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.
Customer Focus	Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and personalize communication/approach to fit different perspectives, backgrounds or styles of individuals; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results.
Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.

Equal Employment Opportunity

BBBSA provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBSA may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date:	**Revision Date:**
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Human Resources:	
Signature:	Date:

TO APPLY:
Submit a resume and cover letter describing your experience and fit for this position to:
Regina Miller, Administrative Manager
Big Brothers Big Sisters, A Community of Caring
3501 Covington Road
Kalamazoo, MI 49001
By email ONLY: reginamiller@bbbsmi.org
Open until filled.